



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MEDICAL DEPARTMENT ACTIVITY
2480 LLEWELLYN AVENUE
FORT GEORGE G. MEADE, MARYLAND 20755-5800

REPLY
ATTENTION OF

3 September 2002

POLICY STATEMENT NO. 14

COMMANDER'S OPEN DOOR POLICY

1. I would like for all members of my command to have the opportunity to present facts, concerns, problems of a personal or professional nature, or other issues which he or she has been unable to resolve within the established chain of command (supervisory chain). My open door policy is not intended to circumvent the established chain of command but to strengthen it. I ask that you first attempt to resolve any problems within your immediate chain of command before coming to see me, but I welcome your concerns.
2. The proper use of the chain of command is vital to the overall effectiveness of this medical department activity (MEDDAC) and Kimbrough Ambulatory Care Center. Commanders, directors, and supervisors at all levels must acquaint their soldiers and civilian employees with its existence and proper function. Effective communication between seniors and subordinates within the chain of command is crucial to the proper functioning of the medical treatment facilities. The members of my command are also expected to use the chain of command (supervisory chain) when communicating issues and problems to their supervisors, directors and commanders. Supervisors, directors and commanders at all levels in this MEDDAC have the ability and expertise to receive and refer or solve any issue that may arise.
3. Civilian employee avenues of redress include the chain of command, appropriate grievance procedures, equal employment opportunity complaint procedures, Merit Systems Protection Board appeals, and the MEDDAC's Acting Inspector General (301-677-8000) with other issues. Civilian employees desiring specifics on how to file grievances and/or appeals should contact the Civilian Personnel Advisory Center, Management-Employee Relations Division. Employees needing procedures to file an equal employment opportunity complaint should contact the Equal Employment Opportunity Office.
4. As the MEDDAC Commander, I remain available to all military and civilian personnel of this command and encourage all soldiers and civilian employees to use this open door procedure whenever appropriate and after other applicable avenues of redress have been pursued to completion. Appointments to see me under my open door policy should be scheduled by contacting my secretary at (301) 677-8171.

//Original Signed By//
JOAN P. EITZEN
COL, AN
Commanding

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